



## **INFORMATION SYSTEMS TECHNICIAN**

**\$4,925 – \$ 6,285/monthly**

**Open until filled**

The City of Morgan Hill has two opening for Information Services Technician. Under direct supervision, the Information Systems Technician provides a full range of technical support services to install, configure, maintain, and repair all information systems for the City; including hardware and software related to PC workstations, wired and wireless networks, file servers, and related equipment.

### **ABOUT THE POSITON**

This is a journey level classification which requires appropriate specialized training and job-related experience to perform routine to moderately complex tasks to ensure the proper installation, operation, maintenance, troubleshooting, and repair of individual PC workstations, wired and wireless networks, and file server equipment. This position is distinguished from the next higher classification of Information Systems Manager, which is responsible for the most complex and difficult tasks, supervision, and strategic planning activities for the Information Systems Division. Successful performance in this class requires a broad knowledge and experience in both individual workstation hardware and software support and local and wide area network operations.

### **EXAMPLES OF DUTIES**

- Install, configure, monitor, test, and maintain individual PC workstations and related peripherals, wired and wireless networks, and file server equipment as well as local and networked software.
- Install and maintain application software on workstations and security software on network file servers.
- Establish and maintain proper access privileges for all city employees.
- Work with software vendors to install updated and upgraded software as needed.
- Maintain wired and wireless network connectivity.
- Troubleshoot information systems and determines the resources required to return the system of optimum performance.
- Repair or replace equipment and configure or reinstall software as needed for individual PC workstations, and network file serves including issues relating e-mail and to access to the internet and intranet.
- Evaluate the obsolescence of workstations and peripherals and recommend replacement when appropriate.
- Be familiar with fundamental network operation and network devices such as printers, PDA's, etc.
- Write clear and concise documentation for internal and external use
- Answer questions and instruct users regarding proper use and operation of application software as needed.

## **JOB REQUIREMENTS:**

- A combination of education and experience substantially equivalent to that obtained by acquiring an Associate degree or similar two year college degree with emphasis in the field computer science, or a closely related field.
- At least two years experience in performing troubleshooting and repair work on network and/or personal computer equipment.
- Possession of a valid California Class C driver's license in compliance with adopted City driving standards.
- Maintain two MS Office Specialist certifications in software products used by the City.
- Employees providing technical support to the Police Department must be able to meet State standards for accessing criminal history information determined by a comprehensive background and psychological examination.

## **APPLICATION PROCESS**

A completed City application form and resume are required to be considered for this position. Call (408) 779-7276, for an application, apply online at [www.morgan-hill.ca.gov](http://www.morgan-hill.ca.gov) or send e-mail to [hr@ch.morgan-hill.ca.gov](mailto:hr@ch.morgan-hill.ca.gov). Submit application materials to:

City of Morgan Hill  
Human Resources Office  
17555 Peak Avenue  
Morgan Hill, CA 95037

**This position is open until filled, with a screening in late June and interviews in mid-July.**

### **Drug-Free Work Place/Agency Shop**

The City is a drug-free workplace and has adopted a comprehensive substance abuse policy. *Note: Final candidates are required to pass a post offer medical examination, fingerprinting, background check and drug screen, given at the City's expense prior to appointment. Persons appointed to this position are represented by the American Federation of State, County and Municipal Employees Local 101 (AFSCME) and will be required to either join the Union or pay an agency fee in lieu of membership.*

### **Health Allowance and Flexible Benefits Plan**

Depending upon your number of dependents the City provides a health allowance of up to \$1,143 per month for core health benefits. City employees participate in the PERS Health Program, and may choose their medical coverage from a variety of providers. The City's flexible benefits plan includes medical and dental coverage as core benefits, and a range of optional benefits including eye care, medical and dependent care accounts, heart/stroke insurance, whole life insurance, and cancer insurance. Term life insurance policy of \$50,000, short-term and long-term disability plans at City expense.

### **Retirement and Other Benefits**

The City offers the PERS 2.5% at 55 plan, based on single highest year. City employees do not pay into Social Security, and the City pays 7% of the employee's contribution to the PERS retirement plan. The City offers two deferred compensation plans and a City-paid employee assistance program. The City supports professional development and provides a tuition reimbursement program of up to \$1,000 per fiscal year. An Educational Incentive Pay Program is also available.

### **Vacation, Sick Leave, Holidays**

Annual vacation ranges from two to four weeks per year, based on years of service. Employees accrue eight hours of sick leave each month. A sick leave cash-out option is available annually. The City observes 13.5 paid holidays, and provides two floating holidays each year. The City has a furlough between Christmas and New Years Day each year.

**WORKFORCE DIVERSITY:** The City of Morgan Hill supports work force diversity. Women, minorities and individuals with disabilities are encouraged to apply.